

# Human Resources Generalist Roles and Competencies\*

COMPETENCY	Strategic Partner		Leader		Employee Champion		Technical Expert		Change Consultant																									
	Customer Service	Organizational Awareness	Problem Solving	Stress Tolerance	Oral Communication	Decision Making	Planning and Evaluating	Conflict Management	Self Management	Self Esteem	Oral Communication	Flexibility	Teaching Others	Learning	Interpersonal Skills	Oral Communication	Technical Competence	Legal, Government, and Jurisprudence	Personnel and Human Resources	Information Management	Arithmetic and Math Reasoning	Customer Service	Writing	Reading	Memory	Attention to Detail	Oral Communication	Teamwork	Reasoning	Influencing/Negotiating	Integrity/Honesty	Creative Thinking	Oral Communication	Stress Tolerance
Activity-Based Costing (ACCT7100D-C13)																																		
Administrative Officers Sem. (ADMB7000D-C13)																																		
Advanced Briefing Tech. (COMM9000D-C13)																																		
Assertiveness Skills (COMM7001D-C13)																																		
Avoiding the Pitfalls of Discrimination: The Manager's Role in EEO,(EEO8111D-C13)																																		
Basic Employee Benefits (BENE7100D-C13)																																		
Basic Employee Relations (LABR7000D-C13)																																		
Basic EEO Counseling (EEO7100D-C13)																																		
Basic Labor Relations (LABR7001D-C13)																																		
Basic Position Classification (CLAS7000D-C13)																																		
Basic Staffing and Placement (STAF7000D-C13)																																		
Civilian Travel Regulations (FINC7101D-C13)																																		
Clear Writing Through Critical Thinking (WRIT7100D-C13)																																		
Communicating for Results (COMM7003D-C13)																																		
Competency-Based Examining (STAF8002D-C13)																																		
Constructive Conflict Resolution (COMM7004D-C13)																																		
Consulting Skills for HR Professionals (CDEV9000D-C13)																																		
Contracting Basics for Admin. Pers. (ACQI7002D-C13)																																		
Creative Problem Solving (ADMB7002D-C13)																																		
CSRS Retirement Benefits (BENE8100D-C13)																																		
Customer Service Excellence (ADMB7003D-C13)																																		
Dealing with Workplace Negativity (COMM7005D-C13)																																		
EEO for Federal Employees (EEO7010D-C13)																																		
Effective Communication with Customers (COMM8000D-C13)																																		
Effective Writing (WRIT7000D-C13)																																		
Emerging Information Tech. (INFO9001D-C13)																																		
Federal Budg. for Non-Budg. (BUDG7000D-C13)																																		
FERS Retirement Benefits (BENE8101D-C13)																																		
Fundamentals of Writing (WRIT7010D-C13)																																		
Grammar and Usage Work. (ENGL7001D-C13)																																		
How to Write KSAs (CDEV8000D-C13)																																		

\* THE COMPETENCIES ARE NOT LIMITED TO THE PARTICULAR ASSIGNED ROLE. IN REALITY COMPETENCIES WILL BE FLUID AMONG THE VARIOUS HR ROLES. THIS MODEL IS A COMPILATION OF IPMA, NAPA AND OPM MODELS. ALSO INCLUDED ARE CONCEPTS FROM HUMAN RESOURCE CHAMPIONS BY DAVE ULRICH. COMPETENCIES IN BLUE DISTINGUISH THE ROLE FROM THE OTHER ROLES.